

American Embassy Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 14 – 95

OPEN TO: All Interested Candidates

POSITION: American Citizen Services Assistant, FSN- 8*; FP- 6*

OPENING DATE: **October 30, 2014**

CLOSING DATE: **November 12, 2014**

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident:
(Position Grade: FP- 6 is confirmed by Washington)

*Ordinarily Resident: JD 12,380 p.a. (starting salary)
(Position Grade: FSN-8)

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST PROVIDE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Amman is seeking an individual for the position of American Citizen Services Assistant in the Consular Office.

BASIC FUNCTION OF POSITION

Performs a variety of tasks on a broad range of passport/citizenship issues and services to U.S. citizens. Serves as American Citizen Services case worker, handling multiple cases such as arrest, child custody, and welfare/whereabouts cases as well as cases involving domestic abuse where U.S. citizens may require assistance to repatriate to the United States. Incumbent is required to analyze and research assess that often take considerable time to resolve, and then take actions to resolve issues independently or in conjunction with a consular officer.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Education: Completion of high school is required.
Supporting documentation (i.e., Tawjihi certificate) must be included in the application for eligibility purposes.
يجب إرفاق شهادة الدراسة المطلوبة مع طلب التوظيف حتى يتم اخضاع الطلب للتدقيق.
2. Experience: Three years of administrative/governmental services/ paraprofessional or consular experience is required.
3. Language: Fluency level 4 in English and Arabic languages is required. English Proficiency will be tested.
4. Knowledge: Knowledge of Microsoft Office software programs is required. Knowledge of principles and processes for providing customer and personal services is required.
5. Skills and Abilities: A keen aptitude to work independently, with impeccable integrity, strong initiative, and good judgment is required.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that employment.
4. Successful candidates must obtain the required security clearance.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment DS-174.
2. A current resume or curriculum vitae that provide the same information as a DS-174.
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>.
4. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
5. EFM, USEFM, and AEFM applicants must clearly indicate their status in the text or subject line of their application.
6. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location).

SUBMIT APPLICATION TO

Human Resources Office

Applications must be submitted electronically through

AmmanEmployment @state.gov

Please note "VA 14-95, ACS Assistant in the subject line of the e-mail.

POINT OF CONTACT

Telephone: 5906000

DEFINITIONS:

1. **Appointment Eligible Family Member (AEFM):** An EFM (see #2) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a Foreign Service or Civil Service annuity.

2. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the

employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

CLOSING DATE FOR THIS POSITION: November 12, 2014

An Equal Opportunity Employer

The U.S. Mission in Jordan provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.